



RWS Corporate Responsibility Policy Statement

RWS's corporate responsibility policy encompasses the way we do business, our people, our clients, our community and the environment around us.

Our commitment to corporate responsibility is underpinned by our core values of integrity, innovation, agility and cooperation and aims to deliver continual improvement in our economic, social and environmental performance.

Our people and our clients

We will foster a responsible culture among our employees and all those that work with us and aim for the highest standards of corporate behaviour and integrity. This requires strong leadership, clear governance and effective communication to staff of the expectations we have of them and their contribution to these aims.

The Management Committee, chaired by the CEO, meets and discusses the corporate responsibility strategy bi-annually and the Board of Directors is updated accordingly. The CEO receives regular information on corporate responsibility performance, assesses future risks and opportunities, develops our strategy in this area and is responsible for disseminating this to all employees. Accountability for managing operating risks is clearly assigned to line management.

Formal risk assessments are carried out routinely within our offices throughout the UK. Significant risks are escalated to the management team, as necessary.

Corporate responsibility leadership is provided by the Management Team as part of the business review process, ensuring that corporate responsibility is at the heart of our daily operations and is communicated effectively across the company.

Our key tasks include:

- > assessing risks
- > developing corporate responsibility strategy
- > reviewing our social, ethical and environmental policies and practices
- > encouraging best practice throughout the business
- > identifying opportunities to improve the effectiveness and sustainability of the business
- > reviewing, agreeing, monitoring and reporting on our corporate social responsibility key performance indicators (KPIs)
- > increasing internal awareness of corporate responsibility
- > improving stakeholder communication and engagement

Charitable and community support

We provide an active programme of charitable support to charities proposed by our employees and clients. We also actively promote foreign language learning through school and university partnership programmes. Our community support is equally varied and diverse.



Environmental sustainability

We have a clear and comprehensive Environmental Policy, which includes our commitments to:

- › comply with the spirit as well as the letter of all applicable environmental legislation, approved codes of practice and any other requirements not codified by law to which we subscribe
- › cooperate fully and maintain open relationships with all regulatory authorities
- › comply with the environmental requirements of the company's clients
- › continually improve the sustainability of our operations by reducing negative environmental impacts and developing positive impacts wherever reasonably practicable

These commitments will be achieved, wherever practicable, by:

- › minimizing our contribution to climate change by reducing the use of all raw materials, energy, water, and supplies
- › preventing pollution of the environment including minimizing releases to air, land, and water
- › implementing a waste management hierarchy to minimize the quantity of waste produced
- › reducing the need for business travel and otherwise encouraging the use of more sustainable forms of transport
- › providing environmental progress and performance updates to employees, clients, and other interested stakeholders
- › ensuring that all employees, persons, and organizations working on our behalf are familiar with our policy
- › expecting similar environmental standards from all suppliers and contractors

RWS complies fully with all compliance obligations regarding our operation. Our aim is to ensure that projects under our control are managed in a way that assesses and limits their impact on the environment.

RWS has implemented an Environmental Management System (EMS) to ISO 14001 requirements, which measures, monitors and sets targets for the reduction of our significant environmental impacts. We employ procedures that minimize resource consumption and seek to utilize sustainable materials wherever possible. We are committed to increasing staff awareness through training and regular updates.

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RWS is committed to achieving and maintaining high standards of corporate responsibility in its business activities.

Objectives:

- › aim for the highest standard of corporate behaviour
- › conduct our business according to high ethical standards
- › provide our clients with a high standard of service
- › become an employer of choice
- › improve our environmental performance
- › positively contribute to the communities in which we operate



Procedures:

- > establish processes for managing our corporate responsibilities
- > establish targets, monitor and measure performance
- > embed the corporate responsibility programme into our wider management systems
- > engage and report back to stakeholders regularly
- > review annually

A handwritten signature in black ink, appearing to read 'Richard Thompson'.

Richard Thompson

Chief Executive Officer

RWS Group